



## TECHNICAL SUPPORT ANALYST I/II

### **Purpose:**

To actively support and uphold the City's stated mission and values. To perform a variety of complex technical duties in the analysis, evaluation and implementation of computer and/or network systems; to provide technical assistance to all departments; maintain enterprise security; and to assist in the prevention and correction of system malfunctions.

### **Supervision Received and Exercised:**

Receives general supervision from the Information Technology Manager or from other supervisory or management staff

### **Distinguishing Characteristics:**

#### **Technical Support Analyst I**

This is the entry level class in the Technical Support Analyst series. This class is distinguished from the Technical Support Analyst II by the performance of the more routine tasks and duties assigned to positions within the series including fundamental testing and maintenance of Network Operating Systems (NOS), monitoring the work order queue, and administration of the directory services. Since this class is typically used as a training class, employees may have only limited related work experience.

#### **Technical Support Analyst II**

This is the journey level class within the Technical Support Analyst series. Employees within this class are distinguished from the Technical Support Analyst I by the performance of complex NOS analysis and architecture design duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I-level, or when filled from the outside, more extensive NOS and systems administration experience is required.

## **Essential Functions:**

Duties may include, but are not limited to, the following:

- Develop long-range and tactical plans for specific, assigned City enterprise systems and software infrastructure solutions; perform routine analysis on the design and efficiency of the infrastructure to ensure that its current and future structure will meet the business needs of the City; install and maintain server, storage/SAN, and printing hardware; administer all software related to management of the enterprise environment.
- Manage complex technical projects in areas such as Enterprise messaging and collaboration, server and desktop virtualization, physical service hardware deployment, storage and SAN networks, business continuity and disaster recovery; server operating systems including; Microsoft, VMware, Linux, and UNIX NOS services.
- Act as tier 3 ITIL Service Practitioner for enterprise infrastructure to resolve complex incidents and requests escalated by the Service Desk.
- Develop complex technical specifications for the design or purchasing of enterprise computing hardware including servers, local and fiber storage, network virtualization, infrastructure monitoring, and related equipment.
- Implement long-term goals and objectives to meet the City's server, storage and data integrity infrastructure based upon the needs of business units.
- Research and evaluate enterprise systems infrastructure to ensure that it meets specifications established by the City; recommend design; installation, and maintenance of equipment.
- Maintain and evaluate the security of computer data and information; monitor security compliance and modify as needed.
- Prepare operational reports including project status, equipment, and inventory; develop and maintain procedures and documentation based on industry best practices.
- Prepare cost estimates for budget recommendations.

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### Technical Support Analyst I/II (continued)

- Maintain contact with vendors to obtain information on product changes and product innovations; coordinate with vendors on purchase, delivery and installation of solutions.
- Attend professional meetings and conferences as required.
- Perform related duties as assigned.

### **Minimum Qualifications:**

#### **Experience:**

##### **Technical Support Analyst I**

One year of systems management experience with any of the following technologies: network security, mainframe systems, minicomputer systems, data storage technologies, server and/or desktop virtualization, network operating systems (MPE, HPUX, Linux, or Microsoft) or a valid administrator level certification in one of the following industry recognized programs: Microsoft technologies, UNIX, Linux, security, core operating systems, storage, networking or VMware virtualization technology.

##### **Technical Support Analyst II**

A minimum of three years of systems management experience with any of the following technologies: network security, mainframe systems, minicomputer systems, data storage technologies, server and/or desktop virtualization, network operating systems (MPE, HPUX, Linux, or Microsoft).

#### **Education:**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, business administration or a degree related to the core functions of this position.

#### **Licenses/Certifications:**

##### **Technical Support Analyst I**

Possession of, or required to obtain within six months, a valid administrator level certification in one of the following industry recognized programs: Microsoft

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Technical Support Analyst I/II (continued)

technologies, UNIX, Linux, security, core operating systems, storage, networking or VMware virtualization technology.

**Technical Support Analyst II**

Possession of or a valid administrator level certification in one of the following industry recognized programs: Microsoft technologies, UNIX, Linux, security, core operating systems, storage, and networking or VMware virtualization technology.

**Examples of Physical and/or Mental Activities:**

(Pending)

**Competencies:**

(Pending)

**Job Code: 324 / 380**

**Status: FLSA -Exempt / Classified**